In the Specification:

Please amend paragraph [0005] as follows:

[0005] In further embodiments, service order information for the population of service orders is stored in a first database. The respective series of successive time samples of service order information are generated by extracting service order information for the population of service orders from the first database for a first time, storing the extracted service order information for the first time in a second database, extracting service order information for the population of service orders from the first database for a second time succeeding the first time, and storing the extracted service order data for the second time in the second database. The extracted service order status identifiers for the first time are compared to the extracted service order status identifiers for the second time to identify at least one transition in a service order status identifier for at least one service order. The first database may comprise an ~~Informix~~ INFORMIX® database, and the second database may comprise a ~~Microsoft~~ MICROSOFT® Access database.

Please amend paragraph [0015] as follows:

[0015] Computer program code for carrying out operations of the present invention may be written in an object oriented programming language, such as ~~Java~~ JAVA® or C++. However, the computer program code for carrying out operations of the present invention may also be written in conventional procedural programming languages, such as the "C" programming language or assembly language. The program code may execute entirely on the user's computer, partly on the user's computer, as a standalone software package, partly on the user's computer and partly on a remote computer, or entirely on the remote computer. In the latter scenario, the remote computer may be connected to the user's computer through a local area network (LAN) or a wide area network (WAN).

Please amend paragraph [0020] as follows:

[0020] In some exemplary embodiments of the present invention, the process 100 may comprise a process for telecommunications service end user migration (EUM), e.g., an EUM service order process for a local exchange company (LEC) whereby telecommunications services for former customers is re-established. In this exemplary service process, service orders 105 for EUM are stored as records in an ~~Informix~~ INFORMIX® database. These records include status fields and project numbers (PRNs) that are modified as the service orders are processed. These status fields and PRNS may serve as status identifiers for the service orders with respect to the stages in the service order process.

Please amend paragraph [0022] as follows:

[0022] FIG. 3 illustrates an exemplary telecommunications EUM service order monitoring system 300 according to further embodiments of the present invention. The system includes a server computer 310 that hosts an Informix® service order database 312 that maintains service order information responsive to service order process inputs (e.g., manual or automatic updates to information stored in the service order database 312). An open database connectivity (ODBC) driver 314, also resident at the server 310, provides an interface between the service order database 312 and a service order process monitor 324 resident at a client computer 320. As shown, a ~~Microsoft~~ MICROSOFT® Access database 322 and a ~~Microsoft~~ MICROSOFT® Excel spreadsheet 326 are also resident at the client computer 320. The service order process monitor 324 is operative to extract data from the service order database 312 and to store the extracted data in the Access database 322, to compute statistics about the service order process from the extracted data, and to output the computed statistics to the spreadsheet 326. It will be appreciated that server computer 310 and/or the client computer 320 may comprise multiple interconnected computers.